

AIMAD EDDAMI

📍 Doha, Qatar

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PROFESSIONAL SUMMARY

Customer-focused and detail-oriented professional with over 3 years of experience in customer service, IT support, and public-facing roles. Proven ability to manage high-volume client interactions across multiple channels (in-person, phone, and digital), resolve inquiries efficiently, and deliver excellent service in fast-paced environments.

Experienced in government-related services, document processing, and large-scale event operations including Doha Expo 2023 and FIFA World Cup. Strong communicator with excellent problem-solving skills, committed to service excellence, professionalism, and client satisfaction.

CORE SKILLS

- Customer Service & Client Support
 - Public Interaction (In-person & Call Center)
 - Administrative & Data Entry Support
 - Technical Support & IT Troubleshooting
 - Document Processing & Visa Services
 - Microsoft Office (Word, Excel, Outlook)
 - Communication & Problem Solving
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PROFESSIONAL EXPERIENCE

Customer Service Representative


Maalomatia – Qatar Government Contact Center

📅 Oct 2024 – Present

- Handle high-volume customer inquiries via phone and email for government services
- Provide accurate information on policies, procedures, and applications
- Log, track, and follow up on customer cases using internal systems
- Resolve issues efficiently while maintaining service quality standards

Customer Service Representative


Alryada Service & Document Clearance

 Apr 2024 – Oct 2024

- Assisted clients with visa applications and document processing
- Responded to customer inquiries and provided guidance on procedures
- Ensured accuracy and compliance with legal and administrative requirements
- Maintained organized records and handled sensitive information


Volunteer – Administrative Assistant (Hayya Team)

Doha Expo 2023

 Sep 2023 – Apr 2024

- Managed registration and entry processes for international participants
- Processed Hayya permits following immigration and event regulations
- Coordinated with multiple teams to ensure smooth operations
- Provided front-line customer support to visitors and delegates

Sales Associate – Digital Marketing & Online Services

 Jan 2022 – Nov 2022

- Supported online sales campaigns and digital service promotion
- Assisted customers with platform usage and technical issues
- Provided product information and customer support

EDUCATION

Master's Degree in Materials Physics

University Ibn Tofail – 2020

Bachelor's Degree in Energetics & Materials

University Ibn Tofail – 2018

J2EE Oracle Development Certificate

TECHNICAL SKILLS

- Computer Networks & IT Support
 - Hardware Installation & Maintenance
 - Desktop Support & Troubleshooting
 - Administrative Systems & Data Entry
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LANGUAGES

- Arabic – Native
 - French – Fluent
 - English – Professional
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ADDITIONAL INFORMATION

- Driving License: Category B (2025)
- Experience in multicultural environments
- Strong adaptability and reliability